



## Chapter 5 – Billing

### General Overview

- 1) If a patron wishes to pay a bill, first begin by retrieving the patron's record. See Item Checkout Steps 1 through 4 for more information.

A screenshot of a web browser displaying the Evergreen Indiana library system interface. The browser's address bar shows the URL "1: mgrl-ma-demo-globaladmin@PIED-AUB-isl.demo.gapines.org". The interface has a menu bar with "File", "Edit", "Search", "Circulation", and "Cataloging". Below the menu bar, a breadcrumb trail reads "1 Patron: Smith, Jeremiah". The main content area is divided into two columns. The left column, titled "▼Status", contains a "Patrons" section with details: "HCLS-FV", "Internet: Filtered", "Expires on 2011-03-27", "Holds: 1", "Available: 0", "Bills: \$5.00", "Check Outs: 2", "Overdue: 1", "Long Overdue: 0", "Claimed Returned: 0", "Lost: 0", and "Non Cat: 0". Below this is the "▼ID/Contact Info" section, which includes "Library Card: 123456", "ID 1: Drivers License xxx5777", "ID 2:", "DOB: 1983-01-01", "Day Phone:", "Evening Phone:", "Other Phone:", "OPAC Login: 123456", and "Email:". At the bottom of the left column is the "▼Mailing Address" section, showing "1 University Way" and "Tuscaloosa AL 35401". The right column, titled "Check Out", has a "Refresh" button and a "Check Out" button. Below these are input fields for "Barcode:", "Due Date", and "Title", along with a "Submit" button. A "Dye Date" dropdown menu is set to "Normal". At the bottom of the right column, there are buttons for "Print Receipt", "Export", "Copy to Clipboard", "Save Columns", a checkbox for "Strict Barcode", a checkbox for "Auto-Print", and a "Done" button.

- 3) To begin paying bills start by clicking on the *Bills* button at the top right corner of the screen.

## Evergreen Indiana Circulation Training Manual

### Chapter 5 - Billing

The screenshot displays the 'Bills' page for a patron named Jeremiah Smith. The interface includes a top navigation bar with 'File', 'Edit', 'Search', 'Circulation', and 'Cataloging' menus. The main content area is divided into several sections:

- Patron Information:** Displays the patron's name, status, and various statistics such as Holds, Available items, Bills, Check Outs, Overdue items, Long Overdue items, Claimed Returned items, Lost items, and Non Cat items.
- ID/Contact Info:** Shows the library card number, ID types (Drivers License), and contact information (Day Phone, Evening Phone, Other Phone, OPAC Login, Email).
- Mailing Address:** Displays the address: 1 University Way, Tuscaloosa AL 35401.
- Summary:** A table showing the Net Balance, Payment applied, and New Balance.
- Pay Bill:** A section for entering payment information, including Payment Type, Payment received, and Change.
- Selected Balance:** A table showing the balance for selected, un-selected, and voided items.
- Money Summary:** A table showing the total billed, total paid, and current payment.

The interface also includes buttons for 'Refresh', 'Check Out', 'Items Out', 'Holds', 'Bills', 'Edit', 'Info', and 'Exit'. A red warning message 'Red Items are still checked Out' is visible in the top right corner.

6) Circulating libraries may accept overdue payments. Owning libraries may accept lost and damaged payments. The library who has created the bill may accept miscellaneous payments. Staff will need to identify whether their library may accept payment from the patron.

7) In the light green *Payment Received* box enter the amount being paid, and select the payment type from above.

8) Apply the payment by clicking *Apply Payment!* and a receipt will automatically be printed.

## Billing Patrons

- 1) Staff can also manually bill patrons for items like copy machine use, printing, damaged materials, etc. from the *Bills* button.
- 2) Simply click the *Bill Patron* button in the left center portion of the Patron screen and the *Bill Wizard* will appear.

The screenshot shows a window titled "Bill Patron Wizard" with a blue header bar. Below the header, the text "Smith, Jeremiah : 123456" is displayed. The main area is labeled "Create Bill" and contains several input fields: "Location" (Auburn Public Library), "Transaction Type" (Grocery), and "Billing Type" (Damaged material). Below these fields is a large list of billing types, with "Damaged material" selected. The list includes: Deposit fee, Deposit returned; fee refund, Fee for checking out a book, Fee for copies, Fee for disk, Fee for faxing, Fee for interlibrary loan, Fee for laminating, Fee for library card, Fee for lost card, Fee for placing a hold, Fee for processing lost library materials, Fee for room cleaning, Fee for sending patron bills to collection agency, Long overdue items, Lost materials, Lost/Replacement Cassette, Miscellaneous, Miscellaneous charges, Money advanced to pay for telephone use, Overdue Reserves charge, Overdue materials, Recall overdue, Returned Check, and Sale items. At the bottom right of the window are two buttons: "Cancel" and "Submit this Bill".

- 3) Staff can select the billing type, leave notes, and set the amount to bill from the *Bill Patron Wizard*.
- 4) Click *Submit this Bill* to apply it to the patrons account.

5) The new bill will be reflected in the Patron account as shown below

1: mgrl-ma-demo-globaladmin@PIED-AUB-ist.demo.gapines.org

File Edit Search Circulation Cataloging Admin (-) Help

Patron: Smith, Jeremiah

**Smith, Jeremiah** Refresh Check Out Items Out Holds Bills Edit Info Exit

(Max Bills) (Has Bills) (Has Overdues)

**▼Status**

Patrons  
HCLS-FV  
Internet: Filtered  
Expires on 2011-03-27

Holds: 1  
Available: 0  
Bills: \$16.54  
Check Outs: 3  
Overdue: 1  
Long Overdue: 0  
Claimed Returned: 0  
Lost: 0  
Non Cat: 0

**▼ID/Contact Info**

Library Card: 123456  
ID 1: Drivers License  
xxxx5777  
ID 2:  
DOB: 1983-01-01  
Day Phone:  
Evening Phone:  
Other Phone:  
OPAC Login: 123456  
Email:

**▼Mailing Address**

1 University Way  
Tuscaloosa AL 35401

**Summary**

Net Balance 16.54  
- Payment applied 0.00  
= New Balance 16.54

Pay Bill  
Payment Type Cash  
Payment received 0.00  
- Payment applied  
= Change 0.00

☐ Annotate Payment ☒ Auto-Print

Selected Balance: \$16.54 Un-Selected: \$0.00 Voided: \$0.00 Red Items are still Checked Out

Information	Money Summary	Current Payment
<input checked="" type="checkbox"/> Type: grocery Last Billing: Lost/Replacement Cassette <input type="button" value="Full Details"/> <input type="button" value="Add Billing"/> <input type="button" value="Void All Billings"/>	Total Billed \$11.54 Total Paid \$0.00 <b>Balance Owed \$11.54</b>	0.00
<input checked="" type="checkbox"/> Title: <span style="color: red;">2 copies</span> Last Billing: Overdue materials <input type="button" value="Full Details"/> <input type="button" value="Add Billing"/> <input type="button" value="Void All Billings"/>	Total Billed \$5.00 Total Paid \$0.00 <b>Balance Owed \$5.00</b>	0.00

## ***Lost and Damaged Billing***

When an item is marked Lost or Damaged by a library staff member, a processing fee is automatically applied to the patron's account. The consortium-wide processing fee applied to Lost or Damaged items is \$10.00. This fee will display in the Patron Billing Screen with a Billing Type of Lost or Damaged.

In addition to the processing fee, marking an item Lost or Damaged will automatically apply the Item Price to the bill as well. The Item Price can be set in the Local Admin screen -> Library Settings Editor -> Default Item Price.

In addition to the processing fee and the Item Price applying to the patron's account when an item is marked as Lost or Damaged, many Evergreen Indiana libraries contract with Unique Management. Patrons with a bill of \$25 or more are collected by the company and sent to collections. The expense of this transaction is added to the patron's account and is an added \$10.

Lost bills are NOT voided by the system if a lost item is checked in. Staff must manually forgive the lost fees if the lost item is checked in.

## ***Evergreen Indiana Payment Program***

**Goal:** To allow all Evergreen Indiana libraries to accept patron fines and fees for each other.

This document will explain the cash and check payment program for Evergreen Indiana. All Evergreen Indiana libraries need to have their board sign a [resolution which allows other Evergreen Indiana libraries to accept payment from patrons on their behalf](#).

Libraries should also [pass a board resolution to establish the Evergreen Indiana Fund](#) in order to participate. The Evergreen Indiana Fund is an Agency or Pass Through Fund which is used to account for assets held by a government agency in a purely custodial capacity. Money collected on behalf of other libraries will be receipted to the Evergreen Indiana Fund as recommended by the State Board of Accounts. Please email a copy of the passed resolution to [sborger@library.in.gov](mailto:sborger@library.in.gov).

The Evergreen Indiana fund is used to accept money on behalf of another Evergreen Library. The Operating Fund consists of appropriated money, where the source of the fund is tax payer money for the operation of the library. Evergreen money is solely earmarked for another Evergreen library and should never be receipted and debited from the Operating Fund.

### **Accepting cash and check**

1. Library accepts payments from all patrons in the form of cash or check at the circulation desk.

2. During bookkeeping, library staff should go to the following URL to get reports on what payments have been taken in on behalf of other libraries. XXXX is your library system abbreviation in the following URL: <https://evergreen.lib.in.us/recon/XXXX/index.html>
3. Download all reports available for the day you are reconciling. If there is no report for a specific payment or transaction type, that means there were no transactions with those specific qualifications:
  - a. Staff must download these reports and save them on regular basis as they function like the overdue notices and will be deleted at the end of thirty days.
4. Based on the results of the reports found at the URL above, the library records funds taken in on behalf of other libraries to the Evergreen Indiana Fund and then deposits in the library's bank account.
5. At the end of a predetermined amount of time (ideally quarterly throughout the year but monthly for the purposes of this pilot), Indiana State Library runs reports to show the total amount each library has taken in for others and the total amount each library is owed including cash and check.
6. Indiana State Library sends each library an invoice for the total amount they took in for the other libraries.
7. Each library will draft warrants for checks and receive board approval of warrants for the checks.
8. Each library will write a check to the Indiana State Library for the total amount of the invoice and then debit the ledger.
9. Indiana State Library will write each library a check for the total amount they are owed.
10. Library deposits check in their Fines and Fees Account in Operating Fund.